



## SUMMARY

Hands - on chef with over 25 years of culinary experience throughout Middle East. Over the course of these years I have developed an extensive experience from classic and Modern European, Mediterranean, Middle Eastern to Asian cuisines

# RAMZI WAHEED JALAL

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## Skill Highlights

- Chef onboarding
- Clustering
- Executive support
- Chef management

## Languages

English – C2

Arabic – First Language

## Experience

### Private Business Owner Paris / France

### Cluster Executive Chef Crown Plaza Dead Sea Resort / Holiday Inn Dead Sea Amman, Jordan Feb 2021 April 2022

420 Rooms & 30 Suites with 7 restaurants, banqueting for 1000 People, In charge of day to day operation of the kitchen's, Reorganize the Kitchen's and F&B operations and structure lowering the headcount and keep the quality the same Implementing new Menus and Recipes in all the outlets, re- opening all hotel outlet with new concept

Help to develop the budget and keep the food cost in line (32%)  
Interviewing and hiring new employees Training of all the Kitchen staff  
Implementing HACCP and ISO 2000 certification

- Developing unique and cuisine-appropriate menus
- Collaborating with the Restaurant Manager to set item prices
- Staying current on developing trends in the restaurant industry
- Maintaining the kitchen and surrounding areas in conditions that meet the company standards and health code regulations
- Monitoring inventory and purchasing supplies and food from approved vendors
- Hiring, training and supervising kitchen staff
- Assisting and directing kitchen staff in meal preparation, creation, plating and delivery
- Identifying and introducing new culinary techniques
- Preparing meals and completing prep support as needed

## Experience

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**Executive Chef (in charge of F&B)**  
**Holiday Inn Resort Dead Sea**  
**Amman, Jordan**  
**Feb 2018 to Feb 2021**

202 rooms & 14 suites with 7 restaurants, Banquet and outside catering  
 In charge of day to day operation of the kitchen and F&B Reorganize the Kitchen's and F&B operations and structure lowering the headcount and keep the quality the same Implementing new Menus and Recipes in all the outlets,

Re - opening all hotel outlet with new concept  
 Help to develop the budget and keep the food cost in line (32%)  
 Interviewing and hiring new employees Training of all the Kitchen and service staff  
 Implementing HACCP and ISO 2000 certification

- Planning and directing food preparation and culinary activities
- Modifying menus or create new ones that meet quality standards
- Estimating food requirements and food/labor costs
- Arrange for equipment purchases and repairs
- Recruit and manage kitchen staff
- Rectify arising problems or complaints

**Head Chef**  
**Lilou artisan patisserie,**  
**Manama Bahrain**  
**April 2017 to Feb 2018**

Outside catering  
 Interviewing and hiring new employees Training of all the Kitchen staff Implementing new Menus and Recipes Creating monthly dishes

- Controlling and directing the food preparation process and any other relative activities
- Constructing menus with new or existing culinary creations ensuring the variety and quality of the servings
- Approving and "polishing" dishes before they reach the customer
- Plan orders of equipment or ingredients according to identified shortages
- Arrange for repairs when necessary
- Remedy any problems or defects
- Be fully in charge of hiring, managing and training kitchen staff
- Oversee the work of subordinates
- Estimate staff's workload and compensations
- Maintain records of payroll and attendance

## Experience

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### **Executive Chef**

#### **Ramada hotel & suites**

#### **Amwaj Islands, Bahrain**

**October 2015 to April 2017**

170 rooms & suites with 5 restaurants, Banquet and outside catering

Pre-opening team and implementing the Food Menu Interviewing and hiring new employees Training of all the Cooks

In charge of day to day operation of the kitchen Involved in purchasing kitchen equipment involved in kitchen design

- Arrange for equipment purchases and repairs
- Recruit and manage kitchen staff
- Rectify arising problems or complaints
- Give prepared plates the "final touch"
- Perform administrative duties
- Comply with nutrition and sanitation regulations and safety standards
- Keep time and payroll records
- Maintain a positive and professional approach with coworkers and customers

### **Executive Chef**

#### **Double Tree by Hilton**

#### **Aqaba, Jordan**

**October 2012 to October 2015**

173 room's hotel with 5 Restaurants, Banquet and outside catering

In charge of day to day operation of the kitchen with all- inclusive guests

Reorganize the kitchen's operation and structure lowering the headcount and keep the quality the same Implementing new Menus and Recipes in all the outlets, re-opening all hotel outlet with new concept

Help to develop the budget and keep the food cost in line (31%) Interviewing and hiring new employees

Training of all the Kitchen staff

Implementing food safety system in kitchen's and keeps it in green zone (E-Cristal)

- Ensuring promptness, freshness, and quality of dishes.
- Coordinating cooks' tasks.
- Implementing hygiene policies and examining equipment for cleanliness.
- Designing new recipes, planning menus, and selecting plate presentations.
- Reviewing staffing levels to meet service, operational, and financial objectives.
- Setting and monitoring performance standards for staff.
- Obtaining feedback on food and service quality, and handling customer problems and complaints

## Experience

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**Sous Chef**  
**InterContinental Hotel**  
**Aqaba Resort, Jordan**  
**April 2005 to October 2012**

255 rooms Hotel, with 7 Restaurants, Banquet and outside catering up to 500 people sit down. Beach operation with weekly BBQ, and snacks food. Budgeted Food revenue One Million JOD

Pre-opening team and implementing the Food Menu Acting Executive Sous Chef

In charge of day to day operation of the kitchen

Headcount in the Hot Kitchen is 10 people

Reorganize the kitchens operation and structure lowering the headcount and keep the quality the same

Implementing new Menus and Recipes in all the outlets Helped to develop the budget and kept the food cost in line (31%)

Interviewing and hiring new employees Training of all the Cooks

Employee of the Month, Employee of the Year HACCP and Fire life and Safety committee member Helped to keep the produce cost low (Market survey)

Computer knowledge in Office, Food Beverage Materials, Opera and

Skype Human resources system

Involved in all Intercontinental programs:

GSTS; Guest Satisfaction tracking system overall we improved in the points relating in the kitchen

ESPS; Employee Satisfaction Pulse Survey, after some challenges we received a good last result

I Opener shown a big improvement in the quality of breakfast Strong commitment to the Winning ways and Wheel InterContinental Aqaba Resort

- Directing the food preparation process and delegating tasks
- Cooking and preparing high quality dishes
- Assisting the Head Chef to create menu items, recipes and develop dishes
- Supervising all kitchen stations
- Supervising, motivating and working closely with other Chefs of all levels
- Being responsible for health and safety
- Being responsible for food hygiene practices
- Ensuring food quality and excellent standards are maintained for all dishes created
- Assisting with determining food inventory needs, stocking and ordering
- Ensuring the kitchen meets all regulations including sanitary and food safety guidelines

## Experience

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### **Chef de Partie**

**Global Cities Company for Touristic Services Centro**

**Brasserie Restaurant and Fez Lounge**

**Sept 2004 to March 2005**

A la cart restaurant with up to 220 covers, Amman, Jordan Work in all the sections of the a la carte restaurant Bring new dishes for the daily menu

- Preparing, cooking and presenting high quality dishes within the specialty section
- Assisting the Head Chef and Sous Chef in creating menu items, recipes and developing dishes
- Preparing meat and fish
- Assisting with the management of health and safety
- Assisting with the management of food hygiene practices
- Managing and training any Commis Chefs
- Monitoring portion and waste control
- Overseeing the maintenance of kitchen and food safety standards

### **Chef De Partie**

**Riyadh InterContinental Hotel**

**Saudi Arabia**

**April 2003 to Sept 2004**

275 rooms Hotel and 61 suites, with Pavilion all day Dining Restaurant, while Mondo serves Asian and western Fusion cuisine poolside. Addiwan Tea Lounge is known for Sandwiches and burgers. The Buraidah Hall had capacity for 1500 persons.

- Preparing Extensive outside caterings including the
- Royal Family and Consulates.
- Pre-opening outside project with fully in charge
- Headcount in the Kitchen is 25 people
- In charge of day to day operation of the Oriental kitchen
- Implementing new Menus and Recipes
- Helped to develop the budget and kept the food cost in line (30%)
- Helped to keep the produce cost low (Market survey)
- Reorganize the kitchens operation and structure
- Prepared Successful TV Food Programs
- Involved in all Intercontinental programs (GSTS, ESPS, I opener and Winning ways)

## Experience

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### Head Chef

**Prince Abed Al-Elah Bin Abed Al-Aziz Al Saud**

**Riyadh, Saudi Arabia**

**Feb 2000 to Feb 2003**

- In charge of the Royal Family Food
- Headcount in the Hot Kitchen is 15 peoples
- Making Menus and production plans
- Purchasing all the food products local and imported
- Organizing the entire kitchen
- Establishing working Schedule
- Food cost calculation
- Training employees in the practical work on the stove
- Setting up the kitchen operation and store room procedures
  - Ensuring that kitchen staff adhere to quality, hygiene and cleanliness standards
- Staying up-to-date with culinary trends and kitchen processes
- Dealing with suppliers and ensuring that they supply quality goods at affordable prices
- Managing the inventory and ordering stock as needed
- Overseeing the maintenance of kitchen equipment and organizing repairs when needed
- Handling staff issues, such as sick leave and attendance, and taking disciplinary action when necessary
- Developing new dishes and overhauling menus to attract more clientele
- Ensuring that guests receive excellent service and enjoy their culinary experience

## Experience

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**Kitchen Trainee**  
**Marriot Hotel,**  
**Amman, Jordan**  
**Sep 1997 to Feb 2000**

- 292 rooms including 21 executive suites and 4 royal suites
- Grand ballroom had capacity for 500 peoples.
- The Villa Mediterraneo all day Dinning Life Cooking and
- Restaurant, the Library Lounge & Cigar Bar, Piano Lounge
- Theme Nights Restaurant, Champions Sport Bar
- Trained in all Kitchen Section (Hot Kitchen, Cold Kitchen, Butchery,
- A la Cart, banquet kitchen)
- Properly cleaning and sanitizing all food preparation areas according to established standards of hygiene.
- Washing and appropriately storing all cooking appliances, instruments, utensils, cutting boards, and dishes.
- Assisting the Cook with the preparation of meal ingredients, which includes washing, cleaning, peeling, cutting, and chopping fruit, vegetables, poultry, and meat.
- Sweeping and mopping the kitchen floors as well as wiping down kitchen walls.
- Assisting with the unloading of delivered food supplies.
- Organizing and correctly storing food supplies.
- Promptly transferring meal ingredients from storage areas to the kitchen as per the Cook's instructions.
- Stirring and heating soups and sauces as well as preparing hot beverages.

## Education

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### Diploma in Higher Education

Supervisory Training & Educational Path to Success  
 Diploma of Hospitality Management (STEPS)

## Certifications

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- Certificate of Education Institute of the American Hotel & Lodging Association (Food & Beverage Management)
- Certificate of Applied Secondary Education
- Vocational Training Corporation

## Accomplishments

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- Food & Beverage Management Training Food Hygiene Course
- Managing Training & Development (MTD) Kitchen Chemical System Safety & Hygiene Craft Training Certificate (CTC).
- Black Box Culinary Challenge Certificate
- Culinary Art Show –Silver Award for Live Senior Cooking Competition from the Basket 2008
- Culinary Art Show – Gold Award for Live Senior Cooking Competition from the Basket 2009
- Conflict Management Training Interview Skills Training
- Be My Guest Training
- First Aid Theoretical / Practical